

## AR WEB FOR FASTDATA

### Introduction:

You have been provided the capability to submit your FASTDATA Action Requests into the FASTDATA Action Request (FAR) system in lieu of placing a phone call or sending an email to TSO Pensacola.

This system is ready to use. As long as you have a Web browser (Microsoft Internet Explorer or Netscape) you can utilize this system. No additional software is required.

In order to **submit/find/view/print** an action request you need to start your browser and enter the URL address of:

<http://www.dfas.mil>

or you can click on this URL address to launch your browser.

Click on the **Contact DFAS** link, then click on the on the **Customer Contact Center** link. This will bring you to the **Welcome to the DFAS Customer Contact Center** page. Click on the icon labeled **ARS**.

You will receive several popup boxes related to a "Certificate Name Check" or "Security". Click "yes", "next", or "finish" to move through these popup boxes.

This will point you to the AR Web Welcome page where you can login.

Note 2: Your Netscape or Internet Explorer browser MUST have 128 bit encryption. If you receive an error, check with your IT Department.

It is recommended that you **Bookmark** the Remedy Welcome page URL in Netscape or if using Internet Explorer make this a **Favorite** selection.

### Login Procedure:

Enter your user name and password to login:

User: FIRSTNAME LASTNAME Password: LASTNAMEFIRSTINITIALOFFIRSTNAME

Example: User: JANE SMITH Password: SMITHJ

Enter both in UPPER CASE.  
Click the "LOGIN" icon.

You are now pointed to the "AR Web Task Finder" screen.

### To SUBMIT a NEW action request:

1. On the AR Web Task Finder page you will see the following:

Action	Task	Server
Find <b>New</b>	<b>FASTDATA:98-1</b>	dcps1.dfas.mil
Find New	User	dcps1.dfas.mil

Click on **New** for Task **FASTDATA: 98-1**

2. This will bring you to a new screen which says AR Web New FASTDATA:98-1 in the upper left hand corner of the screen.
3. You will notice that most of the fields are populated automatically. If any of this information is incorrect you can contact Customer Contact Center at [fpe.customer.contact.center@dfas.mil](mailto:fpe.customer.contact.center@dfas.mil) and they will correct the information.

**FIELDS TO FILL IN (not auto populated).**

**Title** This field is required. Enter a brief description of your problem.

**Error Type** This field is required. Select the most appropriate "error type" from the menu. If the menu does not appear see the **Problems/Troubleshooting** section, item 5, below.

**Details** This field is required. This is the key field for the analyst that will be working the request. Enter the details of the problem you have encountered. The more thorough you are in entering the description of the problem, the more the analyst will have to work with in solving the problem.

4. For **HELP** click on the "Help" icon at the top right of the screen. For help on the individual fields scroll down on the help screen and click on the field name of your choice.
5. Once you are satisfied with your data entry click on the Grey "Submit" icon at either the top or bottom of the screen.
6. You will be pointed to the "ARWeb Submit Results" screen for the FASTDATA:98-1" screen. On this screen you will receive either an error message(s) or a "Submit successful" message.
7. If you receive an error message(s) you should click your "Back" button on the command line of your browser and correct the error. The error message(s) are self-explanatory.
8. If you receive the Submit Successful message you need to record the entry ID (Request #) for future reference.
9. The Fastdata Liaison Team will receive an automatic Notification of your submitted request. You will also receive an email notification once the request is completed.
10. You can either click the "Logout" button to end your browser session or you can utilize the browser's Back button to point yourself back to the "AR System Schema List" screen and submit another action request. Just start back at step # 1.

**Run FIND for an action request so you can VIEW/PRINT:**

1. Once you have submitted a request successfully you can view your Request(s) via the [Find](#) function.
2. Go to the AR Web Task Finder page and click on Action [Find](#).

Action	Task	Server
<a href="#">Find</a> New	<a href="#">FASTDATA:98-1</a>	dcps1.dfas.mil

3. This will bring you to the page named ARWeb Find FASTDATA:98-1
4. In the Request # field enter the number of the Request you want to see and click on Run Search.
5. This will advance you to the page ARWeb Matching FASTDATA:98-1.  
Click on [Display](#) to view your request. You do not have the capability to [Modify](#) a request.
6. To print the result click on File -> Print Frame. Click on OK if any errors appear. The frame should print to your printer.
7. You can either click the Logout button to end your browser session or you can utilize the browser's Back button to point yourself back to the "ARWeb Task Finder" page to perform another action.

### Problems/Troubleshooting

1. I cannot get to the ARWeb Login screen.

You must have a browser with 128 bit encryption. Check with your local Computer support people.

2. I cannot login with my User Name / Password, receiving the following error:  
"No servers are defined for the AR System in the directory file  
ARERR [329] Invalid password for an existing user  
user: JOHN DOE, server: FASTDATA1.dfas.mil"

Ensure that you are entering your User Name / Password correctly in **Upper Case**.

3. The information that automatically fills in on the New screen is incorrect.

Notify the TSOPE CCC. They can update this information. See contact information below.

4. Can I reopen a FAR that has been completed?

You cannot reopen a FAR. Contact the Fastdata Liaison Team

5. On the New screen when I click on a menu button, a new window opens but the menu window is blank.

If you are using Internet Explorer do the following:

Start at the Remedy Welcome screen where you enter your User Name / Password;  
On the menu at the top of the browser page click on Tools, then Internet Options;

In the block that says Temporary Internet files click on the Delete Files button, then click on OK.

You don't need to check the box that says Delete All Offline Content

Login and proceed to the New page and check to see if the Menu will display.

or

In the address bar of your browser enter:

<https://206.39.12.17>

Press Enter or Go. This will bring you back to the Login screen. Once you have logged on, go to the New screen to see if the Menu window opens with selections.

6. I received the error "Navigation Cancelled" or "ARFatal 5204".

If you are using Internet Explorer do the following:

Start at the Remedy Welcome screen where you enter your User Name / Password;

On the menu at the top of the browser page click on Tools, then Internet Options;

In the block that says Temporary Internet files click on the Delete Files button, then click on OK.

You don't need to check the box that says Delete All Offline Content

Login and proceed normally.

or

In the address bar of your browser enter:

<https://206.39.12.17>

Press Enter or Go. This will bring you back to the Login screen. Login and proceed normally.

7. I have submitted more than 10 requests but when Run Search I can only see the first 10.

Narrow your search. Enter the Request Number for a specific FAR in the Request # field.

Or

If you want to see all the FAR's that you have written since a specified date, enter the short date in the **Date/Time RCV** field. Example >01/01/03. This will show all the FAR's you submitted after January 1, 2003.

You can change the number of requests to Retrieve at the bottom of the Find Screen.

Number of entries to retrieve: 10 of maximum 100

To

Number of entries to retrieve: 100 of maximum 100

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#### **Point of Contact**

TSO Pensacola Customer Contact Center

Cmcl: 850-453-4141 ext 310

DSN: 922-2990 ext 310

Email: [fpe.customer.contact.center@dfas.mil](mailto:fpe.customer.contact.center@dfas.mil)

FASTDAT Liaison Team

GARY SKISLAK or JACK BARTON at [fpe-fastdataliaison@dfas.mil](mailto:fpe-fastdataliaison@dfas.mil)